



**SELECT TRAINING AND RECRUITMENT LTD**

## **Business Administration and Communications**

### **INTRODUCTION:**

The Business Administration and Communications course is designed to introduce the learner to the role of a receptionist/office administrator.

Learners will learn how to answer phones in a professional manner, take messages, process mail, use various office equipment, time manage their day, greet customers both on the phone and face-to-face, manage customer requests and customer complaints.

### **PREREQUISITES:**

There are no pre-requisites for this course.

### **COURSE AIMS:**

To provide the learner with skills required to perform the duties of a receptionist/office administrator.

### **COURSE CONTENT:**

#### **Telephone Techniques**

Answer the telephone professionally, take messages, relay messages, provide follow up.

#### **Mail Handling**

Record incoming and outgoing mail, update registers, identify mail options

#### **Office Equipment Use**

Use various types of office equipment which may include: printer, photocopier, fax machine, binder, laminator and shredder

#### **Time Management**

Create and maintain weekly planner, schedule appointments, use a diary effectively, use to-do-lists

#### **Customer Service**

Greet customer, identify customer needs, provide customer service, meet customer needs, staff referral (if required), and respond to customer complaints

#### **Communication in the Workplace**

Communicate effectively in the workplace